



CIO Objectives

February 1, 2008 to January 31, 2009

Objective A: Protect the Commonwealth through COV Information Security and Public Safety Technology Support (Weight: 30%)

1. Compile and present the Commonwealth Information Security Annual Report by December, 2008 in accordance with 2.2-2009.C. **(Chief Information Security and Internal Audit Officer (CISIAO) – Peggy Ward)**
2. Deploy a Commonwealth Information Security Resource Center for Virginia citizens at the Commonwealth Security website ((VITA) by July, 2008 which will give the Commonwealth and its citizens insight into the daily information security threats collected by global and local monitoring of Internet traffic. This solution is a non-interactive information center to provide real-time alerts, news, tips and guides for citizens, businesses, educational institutions, localities, and agencies of the Commonwealth. **(CISIAO – Peggy Ward)**
3. Issue the IT Asset Management Guideline and Facilities Security Guidelines issue by January, 2009. **(CISIAO – Peggy Ward)**
4. Migrate all contributors of data to the statewide road centerline master file to steady-state maintenance and ensure regular updates are received and applied to the master file by October 2008. Through a public-private partnership, make this file available for online routing applications (such as MapQuest); also distribute this data to agencies and localities needing the data, by October 2008. **(ITIES Director – Jerry Simonoff)**
5. In collaboration with the Wireless E-911 Services Board and other public safety stakeholders, begin to implement the Commonwealth's 2007 E-911 Comprehensive Plan via pilot projects and initiative action teams. This initiative should leverage the VITA partnership transformation investments to the maximum extent possible. **(ITIES Director – Jerry Simonoff with Wireless E-911 Services Board)**
6. Increase regional outreach to localities and promote service integration by expanding supported services to include E-911, GIS, radio, and communications interoperability (in collaboration with the Office of Commonwealth Preparedness), and increasing the number of regional coordinators from four to six by December 2008, and to seven by December 2009 (thereby also aligning with State Police and Homeland Security regions). **(ITIES Director – Jerry Simonoff)**

Objective B: Lead the VITA Partnership Transformation (Weight: 30%)

1. Develop and implement state and federally approved charge back system, including expanding rate based IT service options for all customers. **(Finance & Administration (F & A) Director Jim Roberts)**
2. Manage partnership financials as defined over time by the comprehensive agreement. **(SMO Director – Fred Duball)**
3. Achieve partnership milestones for implementation of primary and backup security operation centers and for planning and implementing the security audits on a risk based frequency. **(SMO Director – Fred Duball)**
4. Transform the End User, Data Center, Network service areas by achieving partnership milestones within Desktop, Asset Management, Messaging, Helpdesk, Server, Mainframe, Voice and Data Network and related infrastructure technology towers. **(SMO Director – Fred Duball)**

Objective C: Improve customer service, customer relationship management and SWAM Programs (Weight: 25%)

1. Increase VITA direct Small, Women and Minority-Owned (SWAM) business spending to \$50.0 million for fiscal year 2008, from \$30.0 million spent in fiscal year 2007. **(F&A Director – Jim Roberts)**
2. Promote employee development and job satisfaction through employee surveys, communications, training, recognition programs, and process automation as identified in Human Resources' workforce plans by December 2008. **(F&A Director – Jim Roberts)**
3. Partner with customers for mutual success with a goal of increasing customer satisfaction. This will be measured through a variety of customer satisfaction instruments, including a comprehensive customer satisfaction survey to be rolled out in April, 2008. **(Customer Account Management (CAM) Director – Debbie Secor)**
4. VITA's Customer Councils continue to identify key areas for improvement, implement changes and measure success through customer council questionnaires every six months. All Customer Councils should achieve an average satisfaction rating of 3 out of 5 by July, 2008 and 4 out of 5 by January, 2009. **(CAM Director – Debbie Secor)**
5. Improve VITA and NG's understanding of the customer's business through strategic planning sessions with customers. Customer Account Managers and the Project Management Division to partner and conduct these sessions at least once per month with large customers and at least quarterly with other customers. **(CAM Director – Debbie Secor)**
6. Develop a VITA communications plan for 2008 - 2009 by March, 2008 in support of the agency and CIO goals and objectives; begin implementation of the plan by April, 2008. **(Communications Director – Marcella Williamson)**

Objective D: Enhance VITA ITIM Programs and position VITA to lower services cost, improve service and simplify citizen access by leveraging the Commonwealth's modernized infrastructure. (Weight: 15%)

1. Develop a partnership service outreach plan, for ITIB approval, directed toward lowering overall unit costs by expanding our service offerings beyond Executive Branch Agencies by 2nd quarter 2008. **(ITIES Director – Jerry Simonoff)**

2. Actively promote partnerships across the commonwealth with counties, cities, towns, schools, education and other out-of-scope government entities by January 2009. **(Chief Information Officer – Lem Stewart)**
3. Complete the Commonwealth IT Investment Management (ITIM) governance framework by publishing a Commonwealth ITIM Standard. **(ITIES Director – Jerry Simonoff)**
4. Provide strategic direction and technical support to VDOT in implementing a pilot agency instance of the Commonwealth (ProSight) portfolio management system. Utilizing the results of the VDOT pilot implementation, establish a Commonwealth standard for configuration and control of agency portfolio management system implementations. **(ITIES Director – Jerry Simonoff)**
5. Provide a center of excellence to assist agencies in maintaining current, CIO-approved, major IT project portfolios. Project portfolios must clearly support agency and Commonwealth strategic goals and objectives as defined by agency strategic plans, the Council on Virginia's Future, and the Commonwealth Strategic Plan for Information Technology for 2007-2011. **(ITIES Director – Jerry Simonoff)**
6. Maintain outstanding project management oversight and consultation in support of the successful completion of agency major IT projects. Agency major IT projects are considered successful if completed on time and on budget against their managed project baseline. **(ITIES Director – Jerry Simonoff)**